



Customer Update : Sept 08

Key Info: Factory Shutdown . BSI Accreditation . Terms & conditions

Factory Shutdown Dates 2008

As a reminder we are approaching our next shutdown at the end of September. We will be closed on the following dates:

29th Sept to 3rd Oct 2008

Please ensure requested delivery dates are outside of these dates.

BSI Accreditation

We are very pleased to confirm that we have now been accredited in our own right to ISO 9001:2000 rather than as part of our parent company. A copy of our certificate is attached for your records.



IPC In House Trainers



We also have two employees been trained as In House Trainers this month for IPC Level Soldering. Following their return they will be delivering the training on to the rest of the workforce and will be able to issue certification to those achieving the required levels of competence.

We are sure all of our customers will benefit from these positive steps we continue to make.

Terms and Conditions

As a reminder, we recently sent out our new Terms and Conditions. If you haven't already, please ensure that you sign and fax back the confirmation that you have read and agree to these, in order that we can continue to process your orders.

If you require another copy please email georgina.s@tedcon.com.

Customer Survey 2008

A customer survey will be with you soon. We would be grateful if you could take the time to respond to this to help us keep doing what we are doing well and improve on any aspects that you suggest we need to. We want to be delivering a service that is as good as possible.

Production Manager

Some of you may be aware that Dean Haney has left us to embark on a solo career. Graham Tonkin is therefore currently running production until our new Production Manager joins in Oct/Nov. This is an exciting opportunity for us to benefit from a fresh approach, which will take the company forward.